



## FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

Last month marked the completion of my first year as President. I'm deeply honoured to have been re-elected and to continue leading our organisation in advancing the goals we all share. Since stepping into this role alongside Chief Executive, **Adrian Libke** we have reinforced AICLA's focus on providing accessible, high-quality education and training, equipping members with the skills and knowledge essential to excelling in our profession.

In May 2024 AICLA made a submission requesting that minimum standards for loss adjusters be included in the revised Code of Practice. I was heartened to see the Insurance Council of Australia's (ICA) independent review acknowledging the merit of specified minimum education and training standards being included in the General Insurance Code of Practice. This aligns with AICLA's commitment to fostering excellence in skills, training, and education for our members, as we encourage those pursuing a career in loss adjusting to aspire to become AICLA Chartered Loss Adjusters.

The Board recently gathered in Melbourne for our Annual General Meeting on Thursday, 24 October. A personal highlight was the opportunity to meet and connect with many colleagues who attended the members' meeting held the night before. The event was lively and full of energy, held at the beautiful Eva's Bar and Restaurant, located in the heart of Melbourne. It was a fantastic setting for an evening of networking and camaraderie.



## UPCOMING EVENTS

Members and guests are invited to attend the following events. For further information and to register, please click on the event.

| DATE   | EVENT                      | LOCATION  |
|--------|----------------------------|-----------|
| 8 Nov  | QLD End of Year Luncheon   | Brisbane  |
| 20 Nov | Tas Division Seminar       | Hobart    |
| 20 Nov | AICLA Vic/AILA Panel       | Melbourne |
| 22 Nov | SA End of Year Celebration | Adelaide  |
| 6 Dec  | WA Christmas Lunch         | Perth     |
| 6 Dec  | NSW/ACT Charity Race Day   | Sydney    |
| 12 Dec | VIC Division Awards Night  | Melbourne |

During the board meeting, we had the privilege of selecting the recipient of the 2024 AICLA Lifetime Achievement Award. I am delighted to announce this year's honouree is Bob Richards. With over 60 years in loss adjusting, Bob, a national executive loss adjuster at Sedgwick, has built an extraordinary legacy across Australia, Asia, and the Pacific. Known for his commitment to mentoring and training, Bob has guided countless individuals into leadership roles worldwide. Among his achievements, he was instrumental in bringing together three professional institutes to form AICLA and served as our inaugural President in 1997. Bob's dedication was recognised with the Order of Australia Medal (OAM) in 2015 for his community service. Congratulations, Bob, on this well-deserved award.



Applications are now open for another of our prestigious annual awards: the 2024 Carey Bird Scholarship. Established in memory of Carey Bird, an AICLA member who tragically lost his life in the 2011 Christchurch earthquake, this scholarship is open to AICLA members and closes on 13 November. Thanks to Ian McWalter of YDR for creating this year's scenario "Hit and miss". The winner can choose to attend CC25 or ACC25 or receive \$3,000 cash. Submission details are [available here...](#)

The **photo gallery** from the recent AICLA ANZIIF Sydney Claims Convention is now live. This year's event featured an impressive lineup of industry experts, solidifying its place as AICLA's paramount educational event. Planning for the 2025 convention is already underway, and we'll share details and save-the-date information soon.

Looking ahead, the 2025 Asian Claims Convention (ACC) is set to take place in Osaka, Japan, from 13–15 May, and an initial registration brochure will be available shortly. I would also like to encourage our international members to participate in the survey for selecting the 2026 ACC destination. Your input and support are essential to the ongoing success of the convention. Please make sure to share your preference before the poll closes this Thursday. Thank you to all who have already voted.

As the year draws to a close, several divisions are hosting their end-of-year events. The growth and popularity of these gatherings reflect the dedication of our division councils and the enthusiasm of our members. Planning for 2025 is already underway, and I encourage members to connect with their local representatives or email [adminoffice@aicla.org](mailto:adminoffice@aicla.org) with ideas on enhancing activities or other ways we can give back to and support members.

This year has brought many achievements and exciting events and I look forward to reflecting and celebrating the past year in our final edition of LA News for 2024 which will be published next month.

Warm regards,  
Nicholas Ackers  
President – AICLA

## ANNUAL GENERAL MEETING

The AICLA annual general meeting was held in Melbourne on the 24th October 2024 at the Pullman Hotel Melbourne City Centre. The following positions were confirmed at the meeting:

|                     |                 |
|---------------------|-----------------|
| President           | Nicholas Ackers |
| Deputy President    | Colin McEnery   |
| Secretary/Treasurer | Adrian Libke    |
| Education director  | Glyn Lloyd      |
| Executive member    | Andrew Khoo     |

### LOSS ADJUSTING BOOKS

To order your copy of *What Killed the Tiger: The Extraordinary History of Australasian Loss Adjusters* [click here...](#)

To order a copy of *The Art of Loss Adjusting* by Tony Morgan, [click here...](#)





## TRADITIONAL CLAIMS MANAGEMENT IN A DIGITAL AGE

OSAKA JAPAN | 13–15 MAY 2025



### ACC25 AND 26

Preparations are well underway for the Asian Claims Convention, scheduled to take place at the Hilton Osaka, Japan from May 13-15, 2025. We are pleased with the strong sponsor support and look forward to an outstanding lineup of speakers addressing the theme, *'Traditional Claims Management in a Digital Age.'* This convention attracts claims professionals from across Asia, Australia, New Zealand, and beyond, providing a premier opportunity for professional development and networking.

Spanning two days, the event will feature an arrival Cocktail Function, Day 1 Convention sessions, a Gala Dinner, and Day 2 Convention sessions. Following the record attendance at ACC24 in Kuala Lumpur, we're excited to welcome even more members in Osaka.

The AICLA board is currently finalising the location for ACC26, with the destination to be announced in the next issue of LA News.

## CONTINUING PROFESSIONAL DEVELOPMENT

All practising members of the institute are expected to comply with the requirements of continuing professional development.

To demonstrate compliance with continuing professional development, members must undertake an appropriate continuing education program.

Members are required to accumulate thirty (30) points over the year from 1 January to 31 December. One point equals one hour of qualifying professional activities.

The accumulation of points is on a self-assessment basis which is subject to random audits by AICLA. There is no need to send through completed **CPD forms** to head office unless you are applying for an elevation or are asked (due to a random audit). Instead, we ask that you complete these annually and keep them saved locally.

## ALAN FORD SERVICE AWARD MEDAL

Congratulations to Alan Ford who received his framed award last month. Alan dedicated countless hours developing papers for the CPD online and related training papers internationally. On receiving the award Alan wished us to convey the following on his behalf:



*"I am indebted to my wife for rigorously proof-reading the various CPD papers produced over the years. I am also indebted to Michael Davies for support and suggestions. In previous years my wife also kept our very busy three adjuster office running smoothly, keeping skilled control of the rising tide of administration that is the backbone of any small and growing endeavour, in the days when many adjusting firms were small. Like many other loss adjusters of the time I came to the profession rather late in my professional life. Joining ANZIIF and then AICLA and studying with both led to a rewarding career, during which the fellowship and the exchange of ideas with both bodies has been invaluable. My code has always been 'Is it fair?' which has been a recurring theme in the CPD papers."*

## CC24 PHOTO GALLERY

As reported last month, CC24 in Sydney on September 26th was a tremendous success. Feedback to date has been extremely positive. Given the convention's popularity, we are now considering larger venues for 2025 — stay tuned for more details. To view the full CC24 photo gallery, [click here...](#)



## RETIREE MEMBERSHIPS

Keep up to date with AICLA division events, news and continue to receive AICLA member discounts by transferring to a retiree member when you leave the Loss Adjusting Industry. Annual membership fees are only \$77 (inc. GST) and will give the following benefits:

- Invitations to all of your division education and networking events
- Access to AICLA password protected member only ticketing
- Access to AICLA member discounts
- Subscription to LA news
- A copy of the institute's annual diary delivered
- Recognition in the institute diary as a retired member.

If you would like to take up this opportunity, please email head office at [adminoffice@aicla.org](mailto:adminoffice@aicla.org)

## NEW AND ELEVATED MEMBERS

**Congratulations to the following new and recently elevated members:**

### NEW MEMBERS

| NAME                 | CLASS       | DIVISION        |
|----------------------|-------------|-----------------|
| Arief Candra Maharto | Affiliate   | Int. Indonesia  |
| Jody Semmens         | Affiliate   | New Zealand     |
| Elyse Fairbairn      | Affiliate   | South Australia |
| Cameron Ngo          | Provisional | New South Wales |
| Hannah Collings      | Provisional | Queensland      |
| Rosie Thompson       | Provisional | Queensland      |
| Mirko Vona           | Provisional | Victoria        |
| Allan Hardy          | Provisional | Victoria        |
| Ollie Iles           | Provisional | Victoria        |
| Jasmine Peters       | Provisional | Victoria        |

### ELEVATIONS

| NAME                   | CLASS     | DIVISION          |
|------------------------|-----------|-------------------|
| Darrell Stops          | Fellow    | Western Australia |
| Adrian Maynard         | Associate | Queensland        |
| Ross Wales             | Associate | New South Wales   |
| Kris Henderson         | Associate | Queensland        |
| Alan Bryant            | Affiliate | New Zealand       |
| Jo Aberdeen            | Affiliate | New Zealand       |
| Anawat Khongchatchawal | Affiliate | Int. Thailand     |
| Julien Geffroy         | Affiliate | South Australia   |
| Brett Riley            | Affiliate | Victoria          |
| Brad Matthews          | Affiliate | South Australia   |
| Peter Smith            | Affiliate | New Zealand       |
| Kendrick Koa           | Affiliate | Victoria          |
| David Fenton           | Affiliate | Queensland        |

## ELEVATIONS AND POST NOMINALS

The criteria for the various classes of membership are set out in the *Qualifications and Rights for Classes of Membership*. If you meet the elevation criteria, please complete an *Application for Elevation* and ensure you complete a CPD record sheet. The password is **aicla2018**.

The following are guidelines for members regarding the use of AICLA post-nominals. Full details of the use of postnominals and the requirements for the different classes of membership are outlined in the Qualifications and Rights for Classes of Membership.

**Affiliate:** AICLA (Aff)

**Associate:** ACLA

**Fellow:** FCLA

Provisional members and Ordinary members (legacy membership class) are not eligible to use post-nominals but may state they are Provisional members of AICLA or Ordinary members of AICLA.

Associates and Fellows who maintain CPD accreditation are also eligible to use the term "Chartered Loss Adjuster". Details of CPD requirements are outlined in the CPD Information Sheet.

## NON-MEMBER MAILING LIST

*Sign up here* to receive LA News and notification of upcoming events.



## WESTERN AUSTRALIA



### SUNDOWNER – 5 SEPTEMBER 2024

A very enjoyable spring evening was held at the Royal Perth Golf Club giving members, guests, and non-members an opportunity to socialise and catch up. A big thank you to Steamatic for being the major sponsor on the evening with Regional Manager, Jeff Linn providing a very clever and witty introduction. The guest speaker was industry veteran Glenn Walker of RAC Insurance who provided entertaining stories of his time as an investigator and as a younger person in the WA Police Force. He reminisced about when it was still possible to smoke in a work vehicle and inside offices, and how incompetent people are at times undertaking activities which subsequently provide very good material for humorous presentations.

### BREAKFAST SEMINAR – 17 OCTOBER 2024

The educational seminar was conducted by Ian Maybury of Lockton under the heading “Bridging the Gap” focusing on the need for contemporaneous, clear and concise communication from all parties at all times during the course of a claim. Examples were given of the Good, the Bad and Ugly (apologies to Sergio Leone) with looks given around the room of whom fell into which category. The session was very informative and reinforced a number of points which should be second nature but at times become lost or overlooked by all of us.

### FUTURE EVENTS FOR WA

**WA Christmas Lunch** – guest speaker Liam Bartlett at Anzac House Friday 6 December 2024 – SOLD OUT

**Educational Seminar** – Thursday 13 February 2025 – Mario Synman of WT Partnership – on trends on construction costs with specific reference to WA.

## SOUTH AUSTRALIA/ NORTHERN TERRITORY

Compared to last month October has been a little quiet for our SA/NT Division. We’re looking forward to our Construction Insurance Seminar to be held on Thursday 31 October at the Historian Hotel to be presented by Samantha Hocking, followed by a panel discussion with surprise guests.

We’ve also locked in our End of Year Celebration for Friday 22 November at the Saracens Head Hotel, and a big thank you to our event sponsors:

DELUXE: Halliwell

PREMIUM: AAT Group, HPG Building Services,  
M&S Mackie

Your SA/NT Division Committee will shortly be planning for 2025 and we would love to hear from our Members with any suggestions for how we can help you.

## NEW SOUTH WALES

October saw the NSW Division hold another very successful educational seminar presented by industry experts Aisha Lala and Sam Barker of Wotton + Kearney. There were around 150 attendees who found the topic of ‘Basis of Settlement’ extremely interesting and on point.

A reminder that tickets are on sale now for this year’s Annual End of Year Charity Race Day which will be held on Friday, 6 December 2024. The event will be held at The Exclusive Area of Randwick Racecourse known as the Stables – this area is not open to the public and is exclusive to AICLA on the day. This area has fantastic views from the Moët and Chandon Champagne Bar and the Stables views of the city skyline.

All monies from this event will be donated to Tribal Warrior, a

very worthwhile charity helping local kids and families. Numbers to the event this year will be limited, so buy your tickets now to avoid disappointment. There will be prizes on the day for fashions on the field so please dress to impress. This race day has proven to be a great end of year event for Adjusters and Industry colleagues.

We do welcome any suggestions you may have on topics that you would like to see covered in upcoming educational sessions. Please email the Secretary with your suggestions. Please keep an eye on your inbox for the final educational session of 2024 to be announced shortly.

## QUEENSLAND

On October 16, the Queensland Division hosted its annual charity race day at Doomben, raising over \$16,000 for the Children’s Hospital Foundation, thanks to the generosity of our sponsors and guests. Over the years, we have contributed nearly \$180,000 to support the foundation’s research, equipment needs, and patient and family assistance. **Watch the video [here](#) and view our photo [gallery here](#)...**

We are excited to announce Sean Choolburra as our guest speaker for the end-of-year luncheon. With over 300 attendees registered, ticket sales are now closed, and we look forward to reconnecting at our final event for 2024.

Planning for 2025 events is already underway! We welcome any ideas or suggestions—please share them with the the division council or email [qlddiv@aicla.org](mailto:qlddiv@aicla.org). The new year will begin with a networking event in February, so stay tuned for more updates in your inbox.



### AICLA offers members the opportunity to advertise positions vacant in LA News.

The cost is \$300.00 (+ GST) and the advertisement will be run for one month.

The advertisements also appear on the AICLA website [www.aicla.org](http://www.aicla.org).

If you wish to advertise, please send information to [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

Advertisers can remain anonymous with job applicants responding direct to AICLA.